

SUSPICIOUS MAIL OR PACKAGES

Protect yourself, your business, and your mailroom.

If you receive a suspicious letter or package:

▪ **Stop. Don't handle.**

▪ **Isolate it immediately.**

▪ **Don't open, smell, or taste.**

▪ **Activate your emergency plan. Notify a supervisor.**



What Are The Features Of Suspicious Mail?

- Excessive postage, no postage, or non-canceled postage
- No return address or fictitious return address
- Improper spelling of names, titles, or locations
- Unexpected envelopes from foreign countries
- Suspicious or threatening messages written on packages/envelopes
- Postmarked with a different location than the return address
- Distorted handwriting or cut and paste lettering
- Unprofessionally wrapped packages or excessive use of tape, strings, etc.
- Packages marked "Fragile: Handle with Care," "RUSH: Do Not Delay," "Personal," or "Confidential"
- Rigid, uneven, irregular, or lopsided packages
- Packages discolored, oily, or with an unusual odor
- Packages with soft spots, bulges or excessive weight
- Protruding wires or aluminum foil

What Should You Do If You Receive Suspicious Mail?

- Remain calm
- Do not open the package or letter
- Do not shake or empty the contents of a suspicious package or envelope
- Leave the package or envelope on a stable surface
- Do not sniff, touch, taste or look closely at it or any contents that may have spilled
- Do not touch your eyes, nose, or other body parts
- Shut off window air conditioning units, portable heaters, and fans
- Isolate the package and secure the room by shutting all doors and windows
- Evacuate the immediate area
- Thoroughly wash hands with soap and water
- _____ (annotate emergency telephone #)

While you are waiting for the authorities...

- Write down what you felt was suspicious about the package/envelope
- Make a list of all persons who have touched the letter or were in the area when the letter was opened; including contact information and have this information available for the authorities
- Ensure all persons who have touched the letter wash their hands with soap and water
- Until Emergency Response Officials/Security arrive; advise fellow coworkers to avoid the area
- Don't leave the area until told to by responding officers
- Be available to speak to authorities
- As soon as practical, shower with soap and water



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